National Electronic Interstate Compact Enterprise (NEICE):
Tips from New York ICPC for NY Agencies

Uploading Documents for New ICPC Requests

- Collect and prepare all documents needed to request each home study/placement, following the guidelines in 19-OCFS-ADM-08 and Checklist OCFS-5050 (home study requests) or OCFS-5050g (residential placements). Review for accuracy and completeness. Ensure all forms that require a signature have been signed by the appropriate individual(s).

- Create a separate 100A in NEICE for each child in the case, and add your digital signature; alternatively, you can create the 100A on paper and use the Create/Upload function to upload the signed form.

- If there are multiple children connected to one home study request, documents should be collected and uploaded together in one packet.
    - When uploading a document that is relevant to multiple children, do not select a child's name from the drop-down list; just leave the name field blank. That indicates that the document applies to all the children in the group. There is no need to upload a document multiple times because it applies to multiple children.

- Compile a single packet with all required forms and documents, and create a single PDF scan.

- Upload the packet to NEICE as "INITIAL HOME STUDY REQUEST PACKET PART01"; add "PART 02" and "PART 03" only if a single file is too large to upload (10MB). NY ICPC cannot review nor refer cases where the request is separated into more than 5 files. Adjusting scanner settings (e.g. reducing resolution, selecting Compact PDF) may allow more pages to be scanned together.

- If you have lengthy documents that apply to just one child in the sibling group, such as an IEP or Psychological Assessment, you may wish to upload that as a separate document, associated to just the relevant child.

Submitting New Requests

- After you upload and double check all documents, you must submit to NY ICPC by sending a message in the NEICE system, to the agency "New York ICPC Central Office." THE NY ICPC OFFICE WILL NOT KNOW YOU ARE REQUESTING A NEW HOME STUDY (OR SUBMITTING AN ADDITIONAL DOCUMENT) UNTIL YOU SEND THIS MESSAGE.

- Always send the message *to the agency* "New York ICPC Central Office." Do not submit to a single user in NY ICPC, just to the agency. The case will be automatically assigned to a NY ICPC worker for review, and triaged based on request type and date of receipt.

Existing Cases

When you have home studies, progress notes, or other documents to provide, or would like a status update related to an existing case:

- Use the NEICE search bar (top right of any screen) or "Manage Child" function to search for the name of the child or resource. If you find the case and have access to the case, upload the documents, and send a message to the agency "New York ICPC Central Office," as described above. You may also make any inquiry about the case using the Message function. NY ICPC will then receive a notification and take appropriate action.

- *Please note:* The "Case List" page only displays cases where a home study has not yet been returned. This means: 1) your agency must track separately those cases where a child is placed or placement is pending and, 2) you must use the search feature, rather than the case list, to access those cases.

- If you do not find the child and/or the case:
    - Send an email to ocfs.sm.NYSICPC@ocfs.ny.gov with the previous NY ICPC case number (or name and DOB of child and name of resource).
    - Include or attach to the email the document or inquiry you are submitting.
    - NY ICPC will convert the case to NEICE and notify you when the NEICE case is available.

Tech Support

The NY ICPC office will continue to provide support with the *content* of ICPC requests, but will not provide NEICE technical support, as support is available via the following resources, which are available on the NY ICPC website (https://ocfs.ny.gov/programs/adopt/ICPC/) unless otherwise noted.

- **NEICE Support Portal:** FAQs and Job Aids. Click the "Support Portal" link at bottom of any NEICE page.
- **NEICE E-Training Guide:** Review of the material presented in e-learning module 101.
- **NEICE User Guide:** More complete guide to NEICE functions.
- **NEICE e-learning:** You may log in to TalentLMS to review previously-completed training modules.
- **How to Search for a Case in NEICE:** Guide created by NY ICPC.
- **Email support from Tetrus:** Click the "Email Support" link at bottom left of any NEICE page, or write to support@neice.us.

NY ICPC has found that technical issues are often resolved by logging out of NEICE and logging back in. If that does not resolve your issue, please utilize the above resources.

Please share with NY ICPC your suggestions and any best practices you've developed for working in NEICE: 518-474-9406 or ocfs.sm.NYSICPC@ocfs.ny.gov

Thank you for your efforts on behalf of the children and families of New York State!